

**FAYETTE COUNTY
2002 CLASS DESCRIPTION**

**CLASS TITLE: SYSTEMS ANALYST
CLASS CODE: 268
Exempt/HIPAA**

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide assistance and support for the County's third-party software systems and to help monitor the County's wide area network (WAN). The Systems Analyst works with vendors to provide on-site assistance with troubleshooting, upgrading, modifying, and maintenance of their software system. This also includes providing assistance to the vendor to remotely access their system when necessary. Examples of these types of software systems are MUNIS, CARS, OMS, Visacraft, etc. The Systems Analyst also monitors and detects problems or weaknesses on the WAN through analysis of the data at his disposal and helps resolve the problem to provide maximum network availability. The Systems Analyst works in conjunction with the Network Administrator to help maintain all aspects of the WAN including, but not limited to, servers, PC's, networking equipment, and network circuits. This position also assists with setting up Network users, Internet users, and Email accounts. Work is performed under the general supervision of the Information Systems Assistant Director.

ESSENTIAL TASKS

Provide assistance with troubleshooting, upgrading, modifying, and maintenance of third party software systems. Perform network scans and assist with problem solving of network problems to assure maximum network availability of the County's LAN and WAN infrastructure.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS

DATA INVOLVEMENT:

Analyses data and information to discover facts, to gain knowledge, and to develop interpretations; recommends changes to policies, procedures, and methodologies based on new facts, knowledge, or interpretations.

PEOPLE INVOLVEMENT:

Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants. Assist with normal office activity including answering the phone and taking work orders.

INVOLVEMENT WITH THINGS:

Assists with installing, testing, operating, and repairing complex equipment and software that requires extended training and experience such as computers, networking equipment, and software systems. Monitors the County's Wide Area Network.

SYSTEMS ANALYST

COGNITIVE REQUIREMENTS

REASONING REQUIREMENTS:

Performs work involving the application of principles of logical thinking and technological practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.

MATHEMATICAL REQUIREMENTS:

Perform addition, subtraction, multiplication, and division. Use mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements.

LANGUAGE REQUIREMENTS:

Read journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style.

MENTAL REQUIREMENTS:

Uses advanced professional level work methods and practices to analyze, coordinate, and interpret work of a technical nature and to formulate important recommendations or make technical decisions that have an organization wide impact. Requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

JUDGMENTS AND DECISIONS

JUDGMENTS AND DECISIONS:

Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION

VOCATIONAL/EDUCATIONAL PREPARATION:

Requires Associate's degree, vocational technical degree, or specialized training equivalent to satisfactory completion of two years of college education with emphasis in Information Systems technology or a closely related field.

SPECIAL CERTIFICATIONS AND LICENSES:

Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR);

Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

EXPERIENCE REQUIREMENTS:

Requires over two years of practical experience with networks and/or software systems.

SYSTEMS ANALYST

Must have extensive knowledge of wide area networks and experience with networking equipment such as Switches, Routers, Firewalls, Ethernet extenders, and VPN devices. A thorough knowledge of the TCP/IP protocol is required. This position requires a solid background in all Windows operating systems, especially the most current server and workstation versions. Knowledge of antivirus software and different software packages such as WordPerfect, Microsoft Office (Word, Excel, etc.), Symantec ProComm, Tivoli Storage Manager, and Hp Jet Admin is desired. Knowledge of Cisco networking equipment, and UNIX is also desirable.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS

PHYSICAL AND DEXTERITY REQUIREMENTS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.

ENVIRONMENTAL HAZARDS:

The job risks exposure to bright/dim light, dust and pollen, traffic, electrical shock, and heights.

SENSORY REQUIREMENTS:

The job requires normal visual acuity and field of vision, hearing, speaking, color perception, and sense of smell.

ADA COMPLIANCE

Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

The Health Insurance Portability and Accountability Act of 1996 requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

In accordance of Fayette County's Substance Abuse Policy of 1996, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.